



Child Welfare SACWIS Solution Overview

December 5, 2006

Audit. Tax. Consulting. Financial Advisory.



Agenda

- **Welcome & Introductions**
- **Focus on California**
- **Demonstration/Q&A**
- **Conclusions**

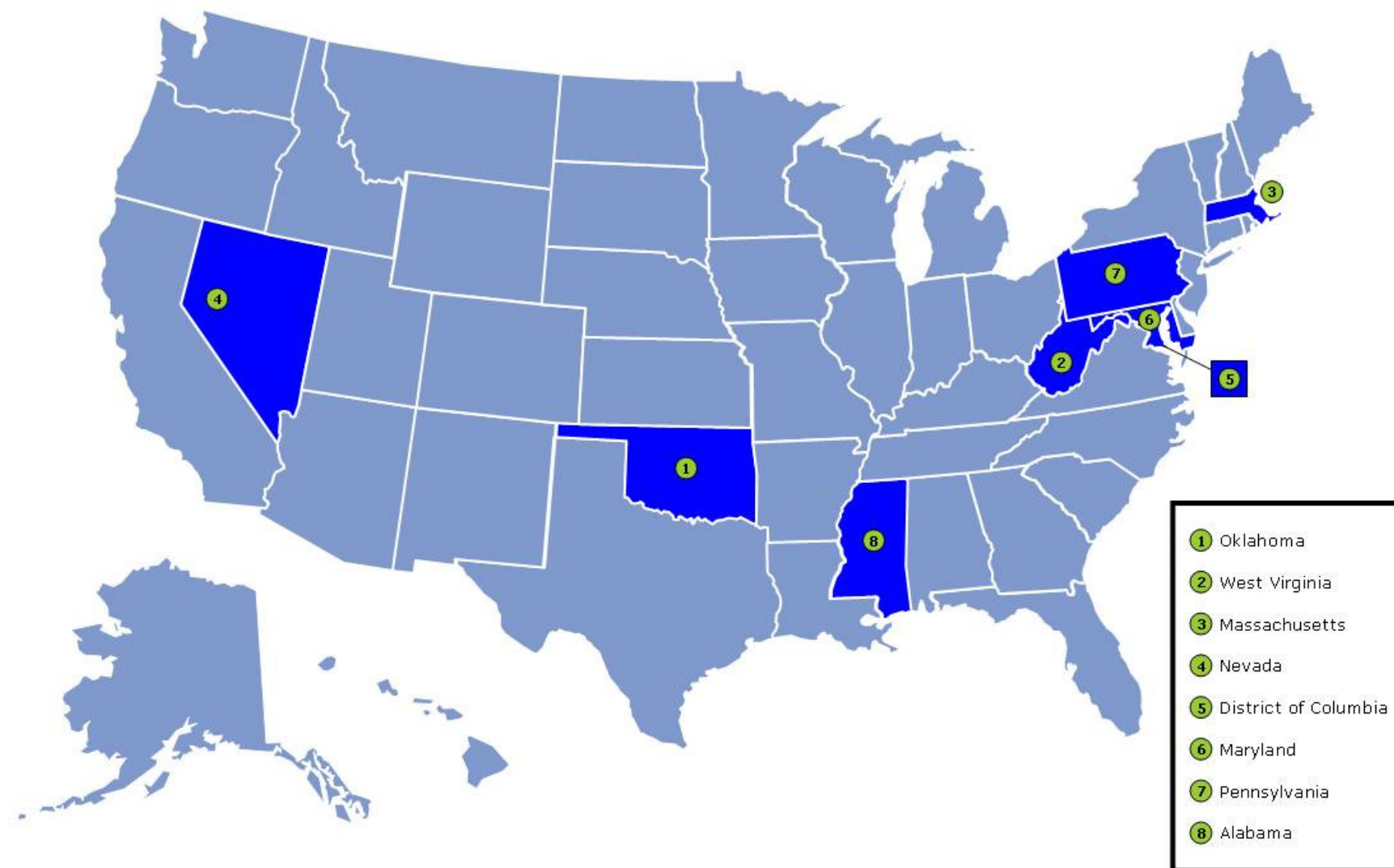
Introductions

- Mark Noriega, Deloitte Director, HHS
- Benush Venugopal, Deloitte Senior Manager, CWS/CMS
- Kevin Bell, Deloitte Senior Manager, DC FACES
- Donna Whitman, Deloitte Manager, DC FACES
- Hollon Stevens, Deloitte Senior Consultant, CWS/CMS
- Catherine Mori, Project Executive CWS/CMS, IBM Corporation

Focus on California

- **Focus on Social Worker**
 - Worker Productivity
 - Remote System Access
 - Relevant and Timely Training
- **Focus on Program and Practice**
 - Performance Management
 - Financial Management
- **Focus on Systems**
 - Timely System Updates
 - Flexible Configuration
 - Total Cost of Ownership
 - SACWIS Compliance

Our SACWIS Track Record





Our Child Welfare Solution

FACES.NET

Client	The District of Columbia, Child and Family Services Agency
Implementation	<ul style="list-style-type: none"> • February 27, 2006 • Total 16 month project duration
Awards	<ul style="list-style-type: none"> • 2-time Computerworld Honors Laureates Recipient ('04, '06) • 2006 APHSA Excellence in IT Nominee • 2006 National Association of State CIO award nominee
User Base	<ul style="list-style-type: none"> • 1,627 (DC) – 3,000 (MD) system users • 19,028 cases • 149,137 clients
Technology	<ul style="list-style-type: none"> • Microsoft .NET / Oracle9i • Service Oriented Architecture, Web Services • Integrated "Best of Breed" 3rd party tools • Proven scalability via Microsoft Test Lab
Federal Assessment	<ul style="list-style-type: none"> • Most recent SACWIS system to be federally approved • Only web based SACWIS system to be federally assessed • 1 of 4 federally approved SACWIS systems by Deloitte • Helped agency emerge from receivership

A comprehensive, functionally-rich SACWIS system

Intake & Investigation	
Intake Management	Investigation & Assessment
<ul style="list-style-type: none"> Child Protective Services <ul style="list-style-type: none"> *Mandated Reporters (i.e., Collaterals) Information & Referral Institutional Abuse Relationship Matrix History of Agency Involvement Standardized Screening Referral Notes 	<ul style="list-style-type: none"> Referral Narrative Detailed Client Information Relationship Matrix Contacts Associated Individuals (i.e., Collaterals) Emergency Removal/Placement Initial Services Risk Assessment Family Assessment Safety Assessment Investigation Findings/Closure Case Connect

Case Management	
Case Planning	Case Summary
<ul style="list-style-type: none"> Ongoing Risk and Family Assessments Safety Plans Service Plans <ul style="list-style-type: none"> Client/Family Goals Resource Matching Case Activities and Measures Permanency Plans <ul style="list-style-type: none"> Concurrent Permanency Goals Resource Matching Case Plan Reports 	<ul style="list-style-type: none"> Case Closure AFCARS/NCANDS

Client Management			
Demographics	Finances	Health	
<ul style="list-style-type: none"> Citizenship Role in Case Relationship Matrix 	<ul style="list-style-type: none"> Income Assets Accounts Debts/Expenses Payment/Voucher History 	<ul style="list-style-type: none"> Appointments Medications Immunizations Allergies Tests Medical History 	
Child Fatality	Employment	Education	Client Merge

Service Delivery				
Ongoing Services	Service Management	Home Removal	Placement	Court Processing
<ul style="list-style-type: none"> Family Preservation Services Educational/Vocational Services Counseling Services Treatment Services 	<ul style="list-style-type: none"> Contacts Family Team Meetings Visitations Plans and Tracking 	<ul style="list-style-type: none"> Emergency Court-Ordered VPA 	<ul style="list-style-type: none"> Foster Care Adoption Independent Living Guardianship Kinship Care ICPC Abscondence Unmet Needs 	<ul style="list-style-type: none"> Court Reports Court Hearing Court Orders (i.e., scanning of Court Orders) Legal Status

Financial Management				
Accounts Payable	Accounts Receivable	Client Accounting	Eligibility	Fiscal Administration
<ul style="list-style-type: none"> Automatic Payments One time Payments Invoicing Payment Approval Payment History Cash Flow 	<ul style="list-style-type: none"> Receivable Recognition Receivable History Receivable Recompment Payment Plan Federal Claiming Adjustments 	<ul style="list-style-type: none"> Account Maintenance Interest Allocation 	<ul style="list-style-type: none"> Title IV-E Foster Care Determination Title IV-E Foster Care Redetermination Title IV-E Adoption Determination SSI Title IV-D Eligibility Recording Audit Trail Eligibility Adjustment 	<ul style="list-style-type: none"> Rate Setting Funding Source History Cost allocation Strategy Automated Cost Allocation and Claim Support Funding source Adjustment Cost allocation Adjustment Federal Claiming

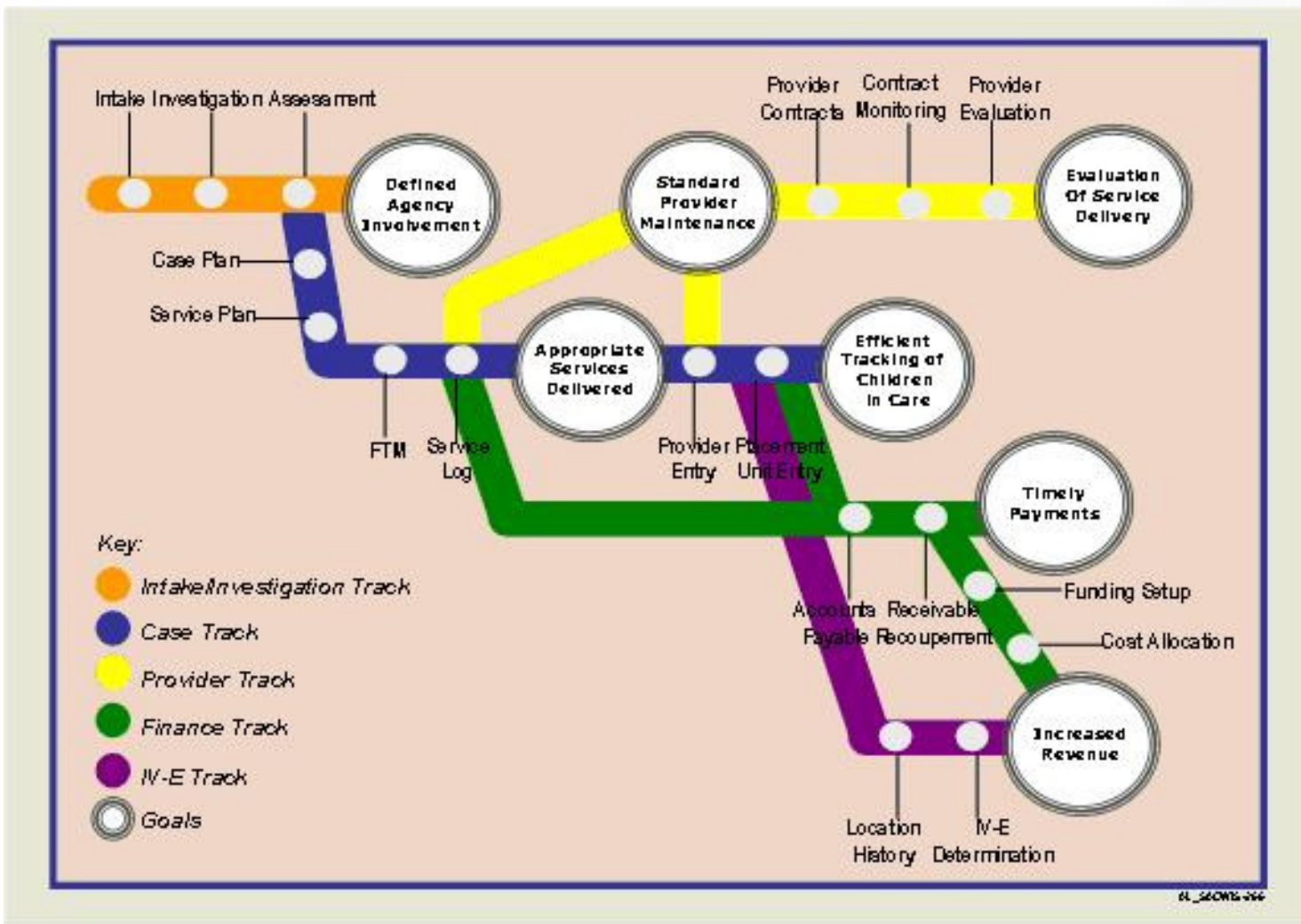
Provider Management			
Provider Contracts	Service Delivery	Provider Licensing	Resource Directory
<ul style="list-style-type: none"> Contracting Contract Monitoring Contract History 	<ul style="list-style-type: none"> Service Referral Placement/Service Recipients History Waitlists Payment History 	<ul style="list-style-type: none"> Licensing Checklists Availability Tracking License Status and History Home Studies Assessments Clearances 	<ul style="list-style-type: none"> Foster Care Providers Adoptive Families Community-based Providers Contracted Providers Provider Training Corrective Action Plans

Staff Management	
Workload Management	Staff Directory
<ul style="list-style-type: none"> Family & Child Assignments Assignment Workflow Assignment History Case Transfer/ Re-assignment 	<ul style="list-style-type: none"> Security Role Personnel Record Staff Training <ul style="list-style-type: none"> Workshop Setup Training Enrolment Individual Training Records Training Evaluations

Quality Assurance
<ul style="list-style-type: none"> Administrative Reviews Case Reviews (i.e., Transfer/summary screen)

Common Functions			
<ul style="list-style-type: none"> Search Workload Management Security 	<ul style="list-style-type: none"> Audit Trail Approvals Alerts/Calendar 	<ul style="list-style-type: none"> Address and Mapping Services Error Manager Reference Table Manager 	<ul style="list-style-type: none"> Online Help File Cabinet

SACWIS Integrated Functionality Improving Outcomes and Productivity





Demonstration Q & A

Technology – A Means to an End

- **Flexibility of Functionality**
 - Changing what the system does swiftly
 - Offering differentiated functionality between counties
- **Flexibility of Accountability**
 - Modifying organizational structures and personnel
 - Enforcing the chain of accountability
- **Flexibility of Location**
 - Remote access
 - Mobile access

Our Insights for a Successful SACWIS Project

- 1. The Federal SACWIS requirements are necessary, but not sufficient**
- 2. Invest in relevant social worker oriented training and change management to support user acceptance**
- 3. Use proven methodologies, repeatable processes and a focus upon quality**
- 4. Strong and visible project sponsorship**
- 5. Consider business process redesign in advance of system implementation**
- 6. Engage ACF early and often**
- 7. Engage counties and other end users early and often**
- 8. Use knowledge transfer to avoid dependence on your vendor**
- 9. Select a partner with a proven track record of successful SACWIS implementation and federal certification**
- 10. Select a partner who knows how to be successful in California**

Questions to Ask Your Potential Partner

- **How many SACWIS systems have you completed?**
- **How many of them have successfully completed a SACWIS Assessment?**
- **How many SACWIS systems have you successfully transitioned?**

Who To Contact

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